COX Digital Telephone®

User Manual

Everything you need to know about your new digital telephone service!

Dear Cox Customer:

Welcome to a better choice in local and long distance phone service and a better value! With Cox Digital Telephone®, you'll enjoy home phone service at a lower price.

Like the millions of satisfied customers already using Cox Digital Telephone, you get service you can count on. You get reliable service plus great features that make your life easier. Begin exploring the many calling features such as Caller ID, Voice Mail, and Call Waiting that are available to you.

In addition, this state-of-the-art network can bring you our other popular digital services like Cox Digital Cable℠ and Cox High Speed Internet.℠

Finally, if you ever need help, our outstanding customer service is here for you 24/7. Feel free to call us for answers or visit www.cox.com/telephone.

Table of Contents

Calling Features

- Anonymous Call Rejection . . . 2
- Busy Line Redial . . . 2
- Call Forwarding . . . 2
- Call Forwarding Busy . . . 3
- Call Forwarding No Answer . . . 4
- Call Forwarding Remote Access . . . 4
- Caller ID . . . 5
- Caller ID Blocking . . . 5
- Call Return . . . 6
- Call Trace . . . 6
- Call Waiting . . . 7
- Call Waiting ID . . . 7
- Distinctive Ring . . . 7
- Long Distance Alert . . . 8
- 900, 976 Number Blocking . . . 8
- Priority Ringing . . . 8
- Selective Call Acceptance . . . 9
- Selective Call Forwarding . . . 9
- Selective Call Rejection . . . 10
- Speed Calling . . . 11
- Three Way Calling . . . 12
- Toll Restriction . . . 12

International Calling . . . 13
Operator Services . . . 13
Taxes And Surcharges . . . 14
Important Customer Safety Information . . . 14
Important Numbers and Helpful Information . . . 15
Billing Information . . . 16

Anonymous Call Rejection

Refuse calls from those who have blocked their numbers.

When you've turned this service "on" any callers who have blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls and they should remove the blocking and then call back. All other calls will ring through as usual.

To "turn on" the Service:

1. Lift the handset and listen for the dial tone.
2. Press * 7 7
3. Listen for a confirmation tone or announcement. Hang up.

To "turn off" the Service:

1. Lift the handset and listen for the dial tone.
2. Press * 8 7
3. Listen for a confirmation tone or announcement. Hang up.

Note: *You will not be notified when calls have been rejected.*

Busy Line Redial

Get through to busy numbers as soon as they're available.

This service is conveniently available on a monthly subscription as well as on a per use basis.

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is available and automatically connects you.

How to use:

1. After you hear a busy signal, hang up. Lift the handset and listen for a normal dial tone.
2. Press * 6 6
3. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
4. A special callback ring alerts you if the line becomes available (some phones ring normally).
5. Lift the handset to automatically place the call.

To cancel your Callback request:

1. Lift the handset and listen for a normal dial tone.
2. Press * 8 6
3. Listen for the confirmation tone or announcement. Hang up.

Note: *Does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or on lines where Call Forwarding and some other call services have been activated.*

Call Forwarding

Let your calls follow you to another number. How it works:

You can program your calls to ring at another number. Each time a call is forwarded, your phone will make one short ring. It can still be used to make outgoing calls.

To "turn on" the Service:

1. Lift the handset and listen for the dial tone.

2. Press ✱ 7 2
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded. Enter the number exactly as if you are calling directly (7-digit, 10-digit or "1" plus the area code).
5. When the phone is answered, your Call Forwarding is in effect.

   If the line is busy, or there's no answer:
6. Hang up.
7. Within two minutes, repeat steps 1–4 above. You'll hear a confirmation tone, to let you know your Call Forwarding is now working.

To "turn off" the Service:

1. Lift the handset and listen for a dial tone.
2. Press ✱ 7 3
3. Listen for the confirmation tone, then hang up. Your Call Forwarding is now "off," and calls will ring normally on your phone.

To change the "forward to" number:

1. Turn off Call Forwarding.
2. Repeat steps 1–5 above to turn on Call Forwarding, entering the new "forward-to" number.

Call Forwarding Busy

When your line is busy, your callers can reach someone else.

Whenever you're on the phone, you can be sure your callers can talk with someone else or can leave a message for you. Easily turn it on or off, or change the forwarding number anytime.

To "turn on" the Service:

1. Lift the handset and listen for the dial tone.
2. Press ✱ 9 0
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded. Enter the number exactly as if you are calling directly (7-digit, 10-digit or "1" plus the area code).
5. When the phone is answered, your Call Forwarding is in effect.

   If the line is busy, or there's no answer:
6. Hang up.
7. Within two minutes, repeat steps 1–4 above. You'll hear a confirmation tone to let you know your Call Forwarding Busy is now working.

To "turn off" the Service:

1. Lift the handset and listen for the dial tone.
2. Press ✱ 9 1
3. Listen for the confirmation tone, then hang up. Your Call Forwarding Busy is now "off."

To change the "forward to" number:

1. Turn off Call Forwarding Busy (see directions above).
2. Repeat the steps above to turn on Call Forwarding Busy, entering the new "forward to" number.

Call Forwarding No Answer

Whenever you can't answer, forward your calls to someone who can.

You can be sure that your calls won't go unanswered, even if you can't get to the phone. You can easily change the forwarding number. It even works when on another call.

To "turn on" the Service:

1. Lift the handset and listen for the dial tone.
2. Press (*) (9) (2)
3. Listen for the dial tone.
4. Then, dial the number where you want your calls forwarded. Enter the number exactly as if you are calling directly (7-digit, 10-digit or "1" plus the area code).
5. When the phone is answered, your Call Forwarding No Answer is in effect.

   If the line is busy, or there's no answer:
6. Hang up.
7. Within two minutes, repeat steps 1–4 above. You'll hear a confirmation tone to let you know your Call Forwarding No Answer is now working.

To "turn off" the Service:

1. Lift the handset and listen for the dial tone.
2. Press (*) (9) (3)
3. Listen for the confirmation tone, then hang up. Your Call Forwarding No Answer is now "off."

To change the "forward to" number:

1. Turn off Call Forwarding No Answer (see directions above).
2. Repeat the steps above to turn on Call Forwarding No Answer, entering the new "forward to" number

Note: Voice Mail automatically includes this service. However, Voice Mail customers have only limited functionality for Call Forwarding Busy. If you subscribe to Voice Mail, you cannot forward calls using this feature to destinations other than the pre-programmed Voice Mail number.

Call Forwarding Remote Access

Turn on, turn off, or change your forwarding number

You can use a touch-tone telephone at another location to change your Call Forwarding on your home or business phone.

1. Call the access number.
2. It will prompt you to "Please enter the 7 digit telephone number to forward, followed by your PIN number." (Press the pound key (#) after entering the 7 digit number and the 4 digit PIN number.
3. Then it will prompt you to "Please enter the code to activate or deactivate call forwarding." (Press (*) (7) (2) (#) to activate, or (*) (7) (3) (#) to deactivate forwarding.)
4. If you pressed (*) (7) (2) (#), it will then prompt you that "Calls to this number will be forwarded to another number. Please enter this number now." (Enter the number you want the calls to forward to and press the (#) key.)
5. If you pressed (*) (7) (3) (#), you will hear two tones, which indicates that the Call Forwarding has been removed from the Cox line.

You cannot access Call Forwarding Busy (*90) and Call Forwarding No Answer (*92) via Call Forwarding Remote Access.

- When accessing Call Forwarding Remote Access, you can press the # key after each request to input a number in order to speed up response time.
- To deactivate Call Forwarding Remote Access, repeat steps 1-4, type *73, listen for the confirmation tone, then hang up. Your calls will no longer be forwarded.

Caller ID

See who's calling before you answer the phone.

When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen. Subscription to Caller ID requires the purchase of a display telephone or an add-on display unit.

How to use:

1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The telephone number calling you and the name associated with that number in telephone company records will automatically appear on your display screen.

*Notes: If a letter "P" or "Private" appears on your display after the first ring, the caller may have blocked the display of their name and number by pressing *67 (or dialing 1167 on a rotary phone) before placing the call.*

If "unknown name," "unknown number," "out of area," "unavailable" or "O" appears, the caller is in an area that does not support Caller ID services.

Caller ID Per-Call Blocking

Block your number call by call, from being displayed to others.

Whenever you make an outgoing call, your telephone number will be transmitted to persons and businesses who subscribe to Caller ID service. As a Cox customer, you have two options for blocking of your information from being transmitted. However, calls to 911, 800, and 900 numbers cannot be blocked.

By dialing a code before you place a call, you can prevent your phone number from appearing on the Caller ID display of the person receiving your call.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press * 6 7
3. Dial the number you're calling as usual.
4. The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or "Private" will be displayed.

Caller ID Per-Line Blocking

Block your number from being displayed to others.

Always blocks your number from being displayed to others. By contacting your Cox customer care center, you can arrange to prevent your telephone number and name from being displayed on all calls from your line.

In order to temporarily suspend the service and therefore allow your number to be displayed to others for a particular call, simply press * 8 2

Continued on page 6

Note: Both of the Caller ID Blocking services are provided free of charge. Please notify Cox of your blocking option choice. If no option is chosen, Caller ID Per-Call Blocking will be assigned. Once a blocking option is selected, you will be allowed to change the blocking option one time free of any service charge.

Call Return

Easily dial your last caller—even if you didn't answer.

This service is conveniently available on a monthly subscription as well as on a per use basis.

If you can't get to the phone in time, you can still find out who called. Return the call by dialing a simple code.

How to use:

1. Lift the handset and listen for a normal dial tone.
2. Press (*) (6) (9)
   A recorded voice will give you the phone number of the call you missed and ask if you want to use Call Return. Just follow the voice instructions.
   If the line is busy, or there's no answer:
3. Hang up. Your phone will keep trying the line for up to 30 minutes.
4. A special callback ring alerts you if the line becomes free. (Some phones ring normally.)
5. Lift the handset to automatically place the call.

To cancel your Automatic Recall request:

1. Press (*) (8) (9)
2. Listen for the confirmation tone or announcement. Hang up.

Note: Does not work on 800 numbers, 900 numbers, outside the specified service area, or lines where Call Forwarding and some other call services have been activated.

Call Trace

Identify harassing callers.

After you receive a harassing call, you can dial a simple code to trace the source of that call for the telephone company.

How to use:

1. After you get a nuisance call, just lift the handset again and listen for a normal dial tone.
2. Press (*) (5) (7)
3. Listen for a confirmation announcement that the last call has been traced.
4. Hang up.
5. The number you traced will be recorded by Cox personnel. If you decide to follow-up on the matter, you must contact a law enforcement agency and we'll provide that number directly to them. We cannot provide the traced number directly to the Cox Digital Telephone customer.

Notes: Call Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.

*In some areas, after you press *57, you'll hear an announcement that the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced.*

Call Waiting

You'll know when another caller is trying to reach you.

You can use your telephone without missing other calls. A special tone alerts you to a waiting call; the person calling you hears normal ringing.

To answer a waiting call:

1. When you're on the phone, a special tone tells you a second call is waiting.
2. Simply press and quickly release the flash button or "switchhook" on your telephone. Your first caller is automatically placed on hold, while you're connected with the second caller.

To alternate between callers:

1. Simply press and quickly release the flash button or "switchhook." While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:

1. Hang up.
2. Your phone will ring.
3. When you answer, you'll be connected with the remaining caller.

To "turn off" Call Waiting before making a call:

1. Lift the handset and listen for the dial tone.
2. Press *70
3. Listen for the confirmation tone.
4. Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. New callers will hear a busy signal.
5. After you hang up, Call Waiting automatically "turns on" again.

Call Waiting ID

Combine Caller ID and Call Waiting.

Combines and enhances Caller ID and Call Waiting. Lets you use your telephone without missing other calls. A special tone alerts you to a waiting call and you also receive a visual display of the name and number of the person calling. This puts you in control of which calls you'll take. Subscription to Caller ID requires the purchase of a display telephone or an add-on display unit.

Distinctive Ring*

Allows one phone line to be assigned two phone numbers.

Distinctive Ring allows you to identify incoming callers by using a separate, unique ring (two fast rings) for the second number. Your kids can have their own number; they'll know when that phone call is for them when they hear the double ring. It can be also used for a fax machine. Distinctive Ring is the easy way to keep business and personal calls apart.

To "turn on" the service:

1. Simply call your Cox customer care center and a representative will be happy to assist you in subscribing to the feature.

**Not available in all Cox areas.*

Long Distance Alert*

Identify incoming long-distance calls.

Now you can know which incoming calls are long-distance. With this service, incoming long-distance calls will have a distinctive ring, or a distinctive call waiting tone, indicating that the call is long distance.

To turn on/off:

1. Press (*) (4) (9) and follow instructions.

**Not available in all Cox areas.*

900 and 976 Number Blocking

Restricts specific types of calls from being made from your home.

Cox Communications can block calls to 900 and 976 numbers dialed from your home. Please call your Cox customer care center to find out more.

Priority Ringing

You'll know when someone special is calling.

When you make a list of special callers, your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a special Call Waiting tone.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press (*) (6) (1)
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your list.
4. Follow the voice instructions and Press (3) to turn the feature ON, or turn the feature OFF.

To add the last caller to your list:

Press (#) (0) (1) (#)

To hear the phone numbers on your list:

1. Press (1)
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press (#)
2. Follow the voice instruction you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:

1. Press (#)
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Press (0)

Notes: *You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.*

The list you create here is separate from any other lists you may be using for Selective Call Acceptance, Selective Call Forwarding, and similar services.

Selective Call Acceptance

Decide which calls you'll take.

How To Use:

1. Lift the handset and listen for the dial tone.
2. Press * 6 4
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your acceptance list.
4. Follow the voice instructions and Press 3 to turn the feature ON, or turn the feature OFF.

To add the last caller to your acceptance list:

1. Press # 0 1 #

To hear the phone numbers on your list:

1. Press 1
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #
2. Follow the voice instruction you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:

1. Press #
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Press 0

Notes: *You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.*

The list you create here is separate from any other lists you may be using for Priority Ringing, Call Waiting, Selective Call Forwarding, Selective Call Rejection, and similar services.

Selective Call Forwarding

Decide which callers should follow you to another number.

You can program your phone to forward only those calls from a special list of numbers to another number–such as your cell phone. When your service is turned "on," calls from numbers in your forward list will be re-routed to your "forward-to" number. All others will ring at your phone as usual.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press * 6 3
3. Listen for an announcement telling you whether the number is currently stored in your forward list.
4. Follow the voice instructions and Press 3 to turn the feature ON, or turn the feature OFF.

To add the last caller to your forward list:

1. Press # 0 1 #

Continued on page 10

To enter your "forward-to" number:

1. The first time you turn on the service, you'll be asked to enter the number you would like your special calls forwarded to. Enter the number exactly as if you are calling directly (7-digit, 10-digit or "1" plus the area code). From then on, the system will simply remind you of the current "forward-to" number.
2. If the current number is correct, Press 1.
3. If you wish to change the current "forward-to" number, Press 0 and then follow the voice instructions.

To hear the phone numbers on your list:

1. Press 1
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #
2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your priority list.

To remove a number from your list:

1. Press *
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

Press 0

Notes: *You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.*

This service can work with Call Forwarding (all calls). Numbers on your preferred list will follow you to your Selective Call Forwarding number. All other calls will be routed to your regular Call Forwarding number.

Selective Call Rejection

Don't let unwanted calls disturb you.

You can program your phone to reject calls from any number you place in the rejection list. When your service is turned "on," any callers in this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press * 6 0
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
4. Follow the voice instructions and Press 3 to turn the feature ON, or turn the feature OFF.

To add the last caller to your rejection list:

1. Press # 0 1 #

To hear the phone numbers on your list:

1. Press 1
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press (#)
2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers in your rejection list.

To remove a number from your list:

1. Press (#)
2. Follow the voice instructions to remove any or all of those numbers from your rejection list.

To hear instructions again:

1. Press (0)

Notes: *You will not be notified when calls have been rejected.*

*You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.*

The list you create here is separate from any other lists you may be using for Priority Ringing, Call Waiting, Selective Call Acceptance, Selective Call Forwarding, and similar services.

Speed Calling

Quickly dial your most frequently called numbers.

You can enter up to eight telephone numbers, local or long distance, into your Speed Calling list. Then, you can reach those people by dialing just one digit.

To program your Speed Calling list:

1. Make a list of eight frequently dialed numbers. Assign each one a digital code from 2 to 9.
2. Lift the handset and listen for the dial tone.
3. Press (*) (7) (4)
4. Listen for the dial tone.
5. Dial a one-digit speed code. (Choose any number, 2 through 9.)
6. Dial the telephone number you wish to assign to that speed code. Enter the number exactly as if you are calling directly (7-digit, 10-digit or "1" plus the area code).
7. Listen for the confirmation tone. If you do not hear a confirmation tone, Press (#).

To call someone on your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Dial the one-digit speed code, then Press (#) key.

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press (*) (7) (4)
3. Listen for the dial tone.
4. Dial the one-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4–7 above to re-program your Speed Calling list.

This service is conveniently available on a monthly subscription as well as on a per use basis.*

**Not available in all Cox areas.*

Three-Way Calling*

Talk with two people in different places–at the same time.

When you're talking with someone, you can add a third person to the call. It's easy to coordinate family schedules or hold a telephone conference with business colleagues.

To add a third person to the call:

1. Press and quickly release the flash button or "switchhook" to place the first person on hold.
2. Listen for the dial tone.
3. Dial the third person's phone number.
4. To make the three-way connection, press and quickly release the flash button or "switchhook." You can now talk with both people at the same time.

To cancel the three-way connection:

1. If the third person did not answer or you wish to disconnect them, just press and quickly release the flash button or "switchhook." You'll be reconnected to the person holding.
2. Or, if either of the two people hang up, you can continue talking with the remaining person.

Toll Restriction*

Restricts long-distance calls being made from your home.

Allows you to restrict long-distance calls from being made from your home. To "turn on" the service simply call your Cox customer care center and a representative will be happy to assist you in subscribing to this feature.

Save even more on your calls to international destinations!

Take a look at a great way to save even more money on your phone service, with the Simply Worldwide International calling plan. You'll have all your calls on one convenient bill with no hassles of connection charges, time limits or prepaid calling cards. From one company you can trust–Cox Communications.

Simply Worldwide International calling plan delivers you low rates on international calls anytime, with a low monthly service charge. There are no confusing restrictions on the time of day or length of your call. Now you can call other countries whenever it's convenient for you, without needing to hurry your calls or waiting to make calls at specific times. A few featured rates include:

Canada	5¢ per minute
Germany	7¢ per minute
Japan	7¢ per minute
Mexico	5¢ per minute
United Kingdom	5¢ per minute

Visit our website at www.cox.com/telephone to see all of our low rates for specific countries.

**Not available in all Cox areas.*

International Calling

Placing calls outside of the U.S.

Dialing Instructions For:

To call someone in Canada: Dial 1 + the area code + local number.

To call someone in the following islands and countries: Dial 1 + area code + local number.

Australia 61	Germany 49	Jamaica 876
Brazil 55	Guatemala 502	Japan 81
Canada 1	Honduras 504	Mexico 52
Colombia 57	India 91	Philippine 63
Dominican Republic 809	Iran 98	South Korea 82
El Salvador 503	Israel 972	UK 44
France 33	Italy 39	

Dialing Instructions for Other Destinations/Dial direct calls—enter:

1. 0 1 1 (the international access code)
2. The country code
3. The city code
4. The local telephone number

Example: Placing a call to Paris, France, dial 011 (the international access code), 33 (the country code for France), 1 (the city code for Paris), and the local telephone number.

For a list of international country codes and city codes, please visit www.cox.com/telephone or dial "00" for operator assistance.

Operator Services

Operator-Assisted Calls

Such as person-to-person calls; collect calls; calling card calls on a rotary phone; international calls billed to a number other than the person you're calling.
Dial in the following sequence:

1. 0 1 (the international access code)
2. The country code
3. The city code
4. The local telephone number

After you dial, you'll be connected to an operator.

Operator and Directory Services

Assistance is just a phone call away. Cox Operators are available to assist you every day, 24 hours a day for all of your calling needs. Whether you would like to make a collect call, a person-to-person call, or to request a directory listing for anywhere in the United States.

Dialing Instructions for Operator-Assisted Calls – Just Press "0"

To reach a helpful Cox Operator for assistance in placing a call, simply press "0."

To make an operator-assisted call, by dialing the number yourself, simply:
Press "0" + the area code + phone number.

When the Cox Operator answers, say what type of call you wish to make.

Continued on page 14

Directory Assistance – Just Press "411"

Cox brings you an easy-to-use Directory Assistance Service. Simply call "411" to obtain the telephone number of any listed number, anywhere in the U.S. There is no need to know the ever-changing area codes of cities across the country. When you call "411," provide the area you are looking for, and ask for the desired listing. It's that easy. A nominal charge applies per request.

Taxes and Surcharges & Other Telephone Charges

Not all taxes, fees and surcharges are applicable in all states and not all state and local taxes, fees and surcharges are included.

Federal Tax

This tax goes directly to the Federal Government for general spending. The tax applies to local exchange, non-recurring service charges, access line charges, intrastate toll, and interstate toll.

E-911 Charge

This charge supports the cost of providing 911 emergency services and applies to local exchange revenue.

Universal Service Fund Fee (USFF)

This federally-mandated fund ensures affordable telephone service for low-income customers and those living in rural areas. In addition, it supports discounts for telecommunications services and advance services such as Internet access to schools, libraries, and rural health care providers. Similar to many other telecommunications providers, Cox will recover contributions to this fund through a monthly charge.

High Cost Fund

In applicable states, this charge is used to provide service to high cost areas (areas where it is very expensive to provide service). The charge applies to:

- Local exchange
- Non-recurring service charges
- Installation charges
- Access line charges
- Intrastate toll

FCC Access Charge

The FCC Access charge is a monthly surcharge approved by the FCC. Local telephone companies collect subscriber line charges to help ensure that each customer has equal and reasonable access to the long-distance carrier of his or her choice and recover the cost of the installation and maintenance of the telephone wire, poles and other facilities that link a customer's home to the telephone network. The FCC nor any other government agency receives the subscriber line charges.

Important Customer Safety Information

Telephone service is installed by Cox Communications in select locations. Cable/telephone equipment is required and will be provided and installed by Cox Communications. Disconnection or removal of cable/telephone modem will impair service.

Cautions:

Do not work on your telephone at all if you wear a pacemaker. We recommend any telephone repair service be performed by trained professionals. However, in the event you perform your own telephone repair work, please remember that telephone lines carry an electrical current. To avoid contact with electrical current:

- Use a screwdriver or other tools with insulated handles.
- Do not touch screw terminals or bare conductors with your hands.
- Do not work on your telephone wiring while a thunderstorm is in the vicinity.
- Be sure that your modular plug is not connected to the test jack while you are working on your telephone wiring.
- Do not place telephone wiring or connections in any conduit, outlet or junction box containing electrical wiring.
- Protectors and grounding wire placed by Cox must not be connected to, removed, or modified.

Don't worry. We protect your personal information.

Protecting your privacy and personal information is extremely important to us. Unlike many other companies, Cox does not sell your name, address or phone number to anyone. In addition, we will not disclose any other information about you to other companies, such as credit information, calling patterns or demographics. With Cox, rest assured that your information is secure.

For more information, go to: www.cox.com/support.

Important Numbers and Helpful Information About Your Service

Dedicated to Service

Customer care is very important to Cox. That's why we have a local team of professionals who are continually trained on the latest technology. It's also why we give you free service calls and repair,* plus an On-Time Guarantee for service and installation.**

Customer Care and Repair Service—Press 611 (from your phone) or call your local customer service number located on your Cox bill statement.

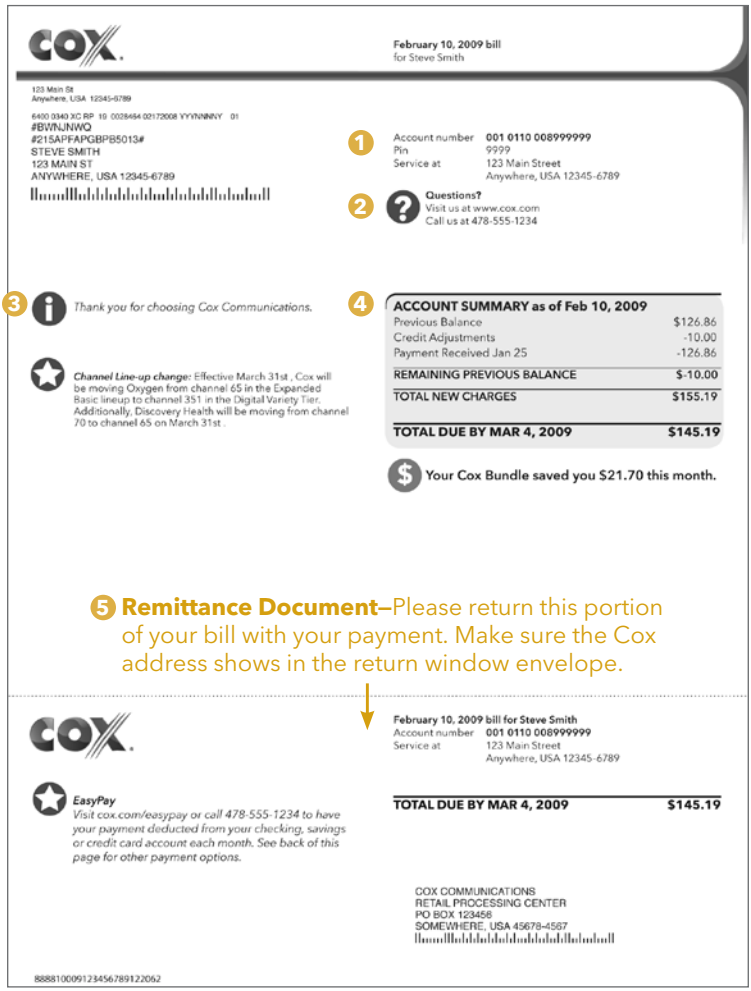
Call our repair service for any problem with your telephone line. We will repair any problems in the network up to the point where the line enters your home or business at no additional charge.

*Certain restrictions apply.

**If installation or service call is not within designated appointment window, receive $20 credit on next month's bill. Other restrictions apply.

How to read your bill.

1. **Your Account Number**
2. **How to Reach Us**
3. **Important Messages, Reminders and Offers**
4. **Your Account Summary** Reflects charges, payments and credits as of your bill print date
5. **Payment Coupon** To pay by mail, simply tear off and enclose with your payment


COX
February 10, 2009 bill
for Steve Smith
123 Main St
Anywhere, USA 12345-6789
#BWNJNWQ
#215APFAPGBPB5013#
STEVE SMITH
123 MAIN ST
ANYWHERE, USA 12345-6789
1
Account number 001 0110 008999999
Pin 9999
Service at 123 Main Street
Anywhere, USA 12345-6789
2
Questions?
Visit us at www.cox.com
Call us at 478-555-1234
3
Thank you for choosing Cox Communications.
Channel Line-up change: Effective March 31st, Cox will be moving Oxygen from channel 65 in the Expanded Basic lineup to channel 351 in the Digital Variety Tier. Additionally, Discovery Health will be moving from channel 70 to channel 65 on March 31st.
4
ACCOUNT SUMMARY as of Feb 10, 2009
Previous Balance $126.86
Credit Adjustments -10.00
Payment Received Jan 25 -126.86
REMAINING PREVIOUS BALANCE $-10.00
TOTAL NEW CHARGES $155.19
TOTAL DUE BY MAR 4, 2009 $145.19
Your Cox Bundle saved you $21.70 this month.
5 Remittance Document—Please return this portion of your bill with your payment. Make sure the Cox address shows in the return window envelope.
COX
February 10, 2009 bill for Steve Smith
Account number 001 0110 008999999
Service at 123 Main Street
Anywhere, USA 12345-6789
EasyPay
Visit cox.com/easypay or call 478-555-1234 to have your payment deducted from your checking, savings or credit card account each month. See back of this page for other payment options.
TOTAL DUE BY MAR 4, 2009 $145.19
COX COMMUNICATIONS
RETAIL PROCESSING CENTER
PO BOX 123456
SOMEWHERE, USA 45678-4567
888810009123456789122062

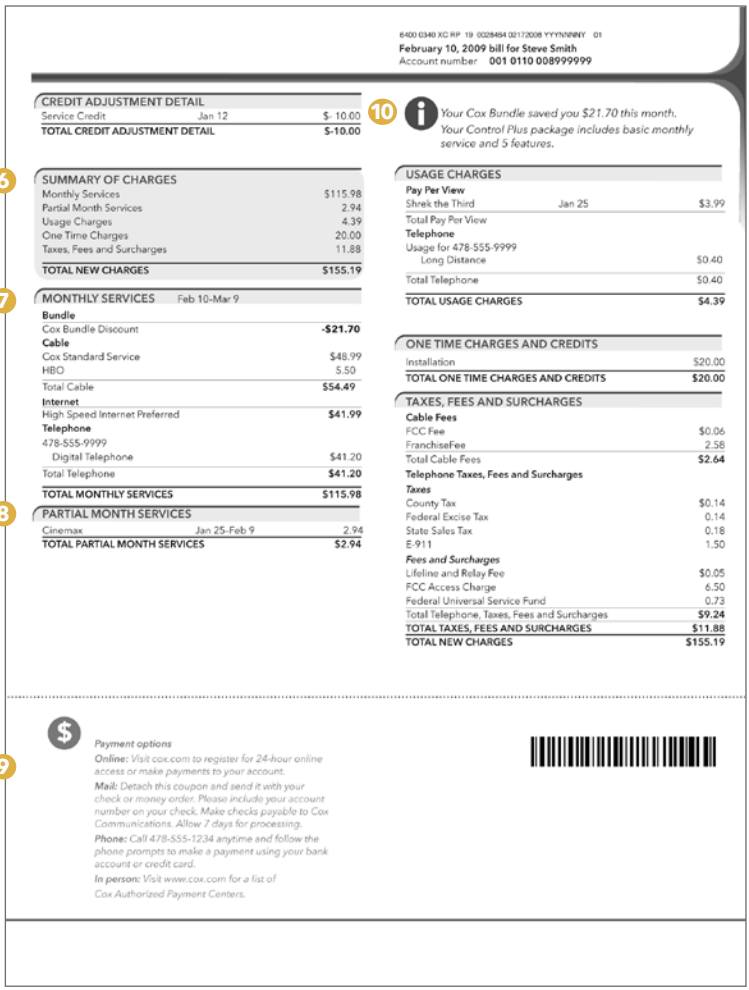
6 **Summary of Charges** At a glance view of your charges for this billing period

7 **Monthly Services** Reflects services received for the full billing period

8 **Partial Month Services** Reflects charges/credits for service changes made during the previous billing period

9 **Payment Options** Presents convenient payment options including 24/7 automated phone, cox.com EasyPay® and paperless billing

10 **Promotional Savings** Highlights your monthly promotional savings from bundled services or special offers



6400 0340 XC RP 19 0028464 02172008 YYYNNNNY 01
February 10, 2009 bill for Steve Smith
Account number **001 0110 008999999**

CREDIT ADJUSTMENT DETAIL

Service Credit	Jan 12	$- 10.00
TOTAL CREDIT ADJUSTMENT DETAIL		**$-10.00**

10 *Your Cox Bundle saved you $21.70 this month. Your Control Plus package includes basic monthly service and 5 features.*

6 **SUMMARY OF CHARGES**

Monthly Services	$115.98
Partial Month Services	2.94
Usage Charges	4.39
One Time Charges	20.00
Taxes, Fees and Surcharges	11.88
TOTAL NEW CHARGES	**$155.19**

7 **MONTHLY SERVICES** Feb 10-Mar 9

Bundle	
Cox Bundle Discount	**-$21.70**
Cable	
Cox Standard Service	$48.99
HBO	5.50
Total Cable	**$54.49**
Internet	
High Speed Internet Preferred	**$41.99**
Telephone	
478-555-9999	
Digital Telephone	$41.20
Total Telephone	**$41.20**
TOTAL MONTHLY SERVICES	**$115.98**

8 **PARTIAL MONTH SERVICES**

Cinemax	Jan 25-Feb 9	2.94
TOTAL PARTIAL MONTH SERVICES		**$2.94**

USAGE CHARGES

Pay Per View		
Shrek the Third	Jan 25	$3.99
Total Pay Per View		
Telephone		
Usage for 478-555-9999		
Long Distance		$0.40
Total Telephone		$0.40
TOTAL USAGE CHARGES		**$4.39**

ONE TIME CHARGES AND CREDITS

Installation	$20.00
TOTAL ONE TIME CHARGES AND CREDITS	**$20.00**

TAXES, FEES AND SURCHARGES

Cable Fees	
FCC Fee	$0.06
FranchiseFee	2.58
Total Cable Fees	**$2.64**
Telephone Taxes, Fees and Surcharges	
Taxes	
County Tax	$0.14
Federal Excise Tax	0.14
State Sales Tax	0.18
E-911	1.50
Fees and Surcharges	
Lifeline and Relay Fee	$0.05
FCC Access Charge	6.50
Federal Universal Service Fund	0.73
Total Telephone, Taxes, Fees and Surcharges	**$9.24**
TOTAL TAXES, FEES AND SURCHARGES	**$11.88**
TOTAL NEW CHARGES	**$155.19**

9 ***Payment options***

Online: *Visit cox.com to register for 24-hour online access or make payments to your account.*

Mail: *Detach this coupon and send it with your check or money order. Please include your account number on your check. Make checks payable to Cox Communications. Allow 7 days for processing.*

Phone: *Call 478-555-1234 anytime and follow the phone prompts to make a payment using your bank account or credit card.*

In person: *Visit www.cox.com for a list of Cox Authorized Payment Centers.*

For more information, go to: www.cox.com/support.

Telephone modem equipment required. Modem uses household electrical power to operate and has backup battery power provided by Cox if electricity was interrupted. Telephone service, including access to e911 service, will not be available during an extended power outage or if the modem is moved or inoperable. Telephone Services provided by Cox Telcom, LLC. ©2009 Cox Communications, Inc. All rights reserved.

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